Baptist Village Baxter Community Services

Performance Report

8 Robinsons Road
FRANKSTON SOUTH VIC 3199
Phone number: 03 5971 6387

**Commission ID:** 300061

**Provider name:** Baptist Village Baxter Ltd

**Quality Audit date:** 5 April 2022 to 8 April 2022

**Date of Performance Report:** 26 May 2022

# Performance report prepared by

J Taylor, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Services included in this assessment

**Home Care:**

* Baptist Village Baxter Care Packages, 18669, 8 Robinsons Road, FRANKSTON SOUTH VIC 3199

**CHSP:**

* Social Support Group, 4-B179FCU, 8 Robinsons Road, FRANKSTON SOUTH VIC 3199

# Overall assessment of Service

|  |  |  |
| --- | --- | --- |
| Standard 1 Consumer dignity and choice | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 1(3)(a) | HCP  | Compliant |
|   | CHSP | Compliant |
| Requirement 1(3)(b) | HCP | Compliant |
|  | CHSP |  Compliant |
| Requirement 1(3)(c)  | HCP | Compliant |
|  | CHSP |  Compliant |
| Requirement 1(3)(d)  | HCP | Compliant |
|  | CHSP | Compliant  |
| Requirement 1(3)(e)  | HCP | Compliant |
|  | CHSP | Compliant  |
| Requirement 1(3)(f)  | HCP | Compliant |
|  | CHSP | Compliant |
| Standard 2 Ongoing assessment and planning with consumers |
|  | HCP  | Non Compliant |
|  | CHSP | Non Compliant |
| Requirement 2(3)(a) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 2(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 2(3)(c) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 2(3)(d) | HCP | Compliant |
|  | CHSP |  Compliant |
| Requirement 2(3)(e) | HCP | Non Compliant |
|  | CHSP | Non Compliant |
| Standard 3 Personal care and clinical care | HCP  |  Compliant |
|   | CHSP | Not Applicable |
| Requirement 3(3)(a) | HCP  |  Compliant |
|   |  |  |
| Requirement 3(3)(b) | HCP |  Compliant |
|  |  |  |
| Requirement 3(3)(c)  | HCP | Compliant |
|  |  |  |
| Requirement 3(3)(d)  | HCP |  Compliant |
|  |  |   |
| Requirement 3(3)(e)  | HCP |  Compliant |
|  |  |   |
| Requirement 3(3)(f)  | HCP |  Compliant |
|  |  |   |
| Requirement 3(3)(g)  | HCP |  Compliant |
|  |  |   |

|  |
| --- |
| Standard 4 Services and supports for daily living |
|  | HCP  |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(a) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(c) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(d) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(e) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(f) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 4(3)(g) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Standard 5 Organisation’s service environment |
|  | HCP  | Not Applicable |
|  | CHSP |  Compliant |
| Requirement 5(3)(a) |  |  |
|  | CHSP |  Compliant |
| Requirement 5(3)(b) |  |   |
|  | CHSP |  Compliant |
| Requirement 5(3)(c) |  |  |
|  | CHSP | Compliant |
| Standard 6 Feedback and complaints | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 6(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 6(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 6(3)(c)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 6(3)(d)  | HCP |  Compliant |
|  | CHSP |  Compliant  |
| Standard 7 Human resources | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 7(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 7(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 7(3)(c)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 7(3)(d) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 7(3)(e)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Standard 8 Organisational governance | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 8(3)(a) | HCP  |  Compliant |
|   | CHSP |  Compliant |
| Requirement 8(3)(b) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 8(3)(c)  | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 8(3)(d) | HCP |  Compliant |
|  | CHSP |  Compliant |
| Requirement 8(3)(e)  | HCP |  Compliant |
|  | CHSP |  Compliant |

# Detailed assessment

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the services, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Quality Assessment report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers and representatives interviewed said consumers are treated with dignity and respect by staff and that their care and services meet their cultural needs, staff know their backgrounds and provide care that reflects these needs and preferences. Consumers and representatives also stated they felt that care workers are familiar with consumers’ individual cultural needs and provide care to accommodate these needs. Consumers and representatives interviewed explained that staff have a discussion with them about the service and their goals.

Staff interviewed advised that they gather details on any formal substitute decision makers and involve them and the consumer in decisions. Consumers and representatives described how consumers are supported to maintain relationships and connections with important others including those involved in their care.

Consumers and representatives sampled said they are provided with information which assists them in making decisions about consumer’s services, including information about the organisation, program information, fees and charges and their rights and responsibilities. Consumers and representatives interviewed stated in various was their satisfaction of how staff respect consumers privacy and maintain the confidentiality of their information. Staff interviewed described ways they respect a consumer’s privacy and confidentiality of information.

The Quality Standard for the Home care packages service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

**Assessment of Standard 1 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

### *Care and services are culturally safe.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(d) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

### *Each consumer is supported to take risks to enable them to live the best life they can.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(e) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

|  |  |  |
| --- | --- | --- |
| Requirement 1(3)(f) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 Ongoing assessment and planning with consumers

#  HCP Non Compliant CHSP Non Compliant

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

Overall the service demonstrated that assessment and planning, including the consideration of risk, was undertaken for all consumers included in the sample group. Care and service plans viewed were documented and used to inform the delivery of care. Requests for service, tasks sheets, run sheets, rosters and guidance information is available to guide support staff undertaking service provision.

Assessments sampled identified consumers’ current needs, goals and preferences although there was limited detail relating to advance care planning and end of life planning in the assessment and care planning documents. Management interviewed advised that this issue has been identified and there has been recent staff training and amendments to assessment templates to better address this area.

Evidence sighted in the assessment and care planning documentation indicated that consumers and/or their representatives were involved in assessment, planning and review of the care and services. This also included other individuals or agencies involved in providing care and services to the consumer.

The Assessment Team noted the outcomes of the assessment and plan are communicated to consumers through a documented care plan. Care guidance information sighted is available to staff through the service’s systems and, for external staff, through a request for service/referral process by email.

The Assessment Team, through documents reviewed, noted care and services are routinely reviewed at least yearly in the home support program and 6 monthly in the home care packages program, but more often if the need arises due to a change in circumstance or when an incident impacts on the needs, goals or preferences of the consumer. However, it was not clearly demonstrated in the documents reviewed that effective monitoring and review of equipment was undertaken to ensure the minimisation of risk to consumers.

The Quality Standard for the Home care packages service is assessed as Non-compliant as one of the five specific requirements have been assessed as Non-compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Non-compliant as one of the five specific requirements have been assessed as Non-compliant.

**Assessment of Standard 2 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(d) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP  | Non Compliant |
|  | CHSP  | Non Compliant |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

Findings

Consumers and representatives interviewed indicated that consumer’s care and services are routinely reviewed at set points or when there is a change in a consumer’s situation.

The service demonstrated that changes to the consumer’s care plans were actioned and communicated in a timely manner. Evidence was sighted in care documentation of follow up actions being implemented when necessary to address the need or reduce risks or impacts to consumers. Care documentation shows a review and updates following a consumer incident, in the case of a fall of a consumer and hospital discharge of another consumers, as per records reviewed.

It was noted a system of ‘spot checks’ add to the monitoring process whereby staff telephone consumers to check that the service provision was to their satisfaction.

Care documentation reviewed for a consumer identified the use of an aide for transfers. While there was evidence of an occupational therapy assessment identifying the need for the aide and the plan for staff to monitor the correct placement of the aide, staff interviewed were not aware of their role in monitoring the safe position of the aide to ensure safe use and it was not evident how the safe use of this equipment is monitored and reviewed in the long term.

Management indicated in discussion with the Assessment Team at the time of the Quality Assessment, that a monitoring process would be implemented immediately for any consumer currently using this type of aide.

When considering the information provided during the Quality Assessment and acknowledging the further work the service has identified, it will take time to embed the proposed improvements.

# STANDARD 3 Personal care and clinical care

#  HCP Compliant CHSP Not Applicable

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

Overall the service demonstrated that consumers receive safe and effective personal and clinical care that is tailored to their needs, goals and preferences and optimises their health and well-being.

The service also showed effective management of high impact or high prevalence risks associated with the care of the consumer, including specific care instructions, clinical treatment plans and feedback processes to ensure that identified risks are managed during the delivery of care. While the service has no consumer receiving end of life care, the service was able to demonstrate how the service meets the needs, goals and preferences of a consumer who has recently received end of life care.

There is strong evidence in care planning documentation reviewed demonstrating how deterioration of a consumer’s mental health, cognitive or physical function, capacity or condition was identified and responded to by staff in a timely manner. Consumers and representatives interviewed expressed confidence that staff could identify and would report any concerns in this area.

The viewed care documentation identified where consumers receive care and services through other services and health providers, there are processes to communicate information about consumer’s individual requirements within the organisation and with others where responsibility for care is shared.

Systems and processes were demonstrated to be in place to minimise infection related risks to consumers, including during the COVID-19 pandemic.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

Assessment of the Quality Standard for the Commonwealth home support programme service was not applicable.

**Assessment of Standard 3 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(a) | HCP  |  Compliant |
|  |  |  |

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(b) | HCP  | Compliant |
|  |  |  |

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(c) | HCP  |  Compliant |
|  |  |  |

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(d) | HCP  |  Compliant |
|  |  |  |

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(e) | HCP  |  Compliant |
|  |  |  |

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(f) | HCP  |  Compliant |
|  |  |  |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 3(3)(g) | HCP  |  Compliant |
|  |  |  |

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# STANDARD 4 Services and supports for daily living

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumer and representatives interviewed, expressed in various ways, a positive outlook regarding the services and supports received supported their health and wellbeing and were enabled to do the thing that were important to them. Consumers interviewed stated they were supported by the service to undertake a range of lifestyle activities of interest to them and were supported to maintain relationships with people who are important to them.

The service demonstrated that consumers receive safe and effective services and supports for daily living covering a wide range of options for consumers to enable them to live as independently as possible, while enjoying life and remaining connected to their local community.

Evidence was provided demonstrating consumers receiving care and services through other health providers was documented and communicated effectively within the organisation and with external providers.

The service demonstrated systems and processes in place for referrals to other organisations and providers of care and evidence was sighted in care documentation, and from interviews with consumers, that referrals occurred in a timely manner.

The Quality Standard for the Home care packages service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

**Assessment of Standard 4 Requirements**

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(d) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(e) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(f) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Where meals are provided, they are varied and of suitable quality and quantity.*

|  |  |  |
| --- | --- | --- |
| Requirement 4(3)(g) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 Organisation’s service environment

#  HCP Not Applicable CHSP Compliant

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

Consumers and representatives interviewed indicated that they felt the service is safe and comfortable and promotes independence, interaction and enjoyment for the participants.

The Assessment Team observed consumers moving freely through the service, both indoors and outdoors. It was noted the indoor environment was appropriately furnished with sectioned areas supporting various activities and the outdoor area provided the opportunity to participate in gardening activities and move about the area safely.

The service demonstrated that the day activity program environment is welcoming, easy to understand and optimises each consumer’s sense of belonging, independence, interaction and function. The Assessment Team observed the environment and observed consumers interacting with staff and participating in activities at the centre.

The service demonstrated processes are in place to ensure that the service environment is safe, clean and well maintained, including maintenance systems through the organisation. The service’s bus is used to transport consumers to and from the service. The serviced demonstrated the service vehicle used to transport consumers to and from the service is maintained and cleaned as per established procedures.

Assessment of the Quality Standard for the Home care packages service was not applicable.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(a) |  |  |
|  | CHSP  |  Compliant |

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(b) |  |  |
|  | CHSP  |  Compliant |

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

|  |  |  |
| --- | --- | --- |
| Requirement 5(3)(c) |  |  |
|  | CHSP  | Compliant |

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 Feedback and complaints

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers and representatives interviewed expressed in various ways their awareness of how to raise concerns with the service and said they were confident that action would be taken to resolve any concerns. Consumers/representatives interviewed demonstrated an awareness of external avenues and supports available for them to raise concerns and resolve complaints. No consumers/representatives interviewed said they had cause to raise a complaint but would feel comfortable doing so should they need. Generally, consumers/representatives interviewed are satisfied the service listens to their feedback and acts as necessary. Consumers mostly provided positive feedback regarding the competency of staff.

Staff interviewed could explain the feedback processes and support they provide consumers, should they wish to provide feedback however while staff were aware of Open Disclosure principles, they were not able to describe what this looked like in practice.

Management interviewed stated complaints are handled using an open disclosure process and confirmed that while the management team had had training regarding Open Disclosure they acknowledged that further training would be provided to staff. In considering the information provided from both staff and management interviewed, and acknowledging that while staff interviewed were not aware of Open Disclosure, I am satisfied that the principles of Open Disclosure appear to be applied.

The Quality Standard for the Home care packages service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

|  |  |  |
| --- | --- | --- |
| Requirement 6(3)(d) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 Human resources

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

Consumers and representatives interviewed stated in various ways their satisfaction with the staffing numbers to deliver services. Consumers and representatives interviewed commented that they felt all staff are kind, caring and respectful and “knew what they were doing”. Comments from consumers and representatives interviewed demonstrated a level of confidence that if a consumer had concerns regarding a staff member delivering services, they were confident in raising this directly with the staff member and the service.

Staff interviewed stated they felt there are enough staff to deliver quality care and services and they can complete their work and can call the office if there are any delays. The staff interviewed appeared to be familiar with consumers and spoke about them in a respectful way. Staff were able to demonstrate how they treat each consumer respectfully and are aware of their individual preferences including cultural needs.

The organisation demonstrated that all roles have position descriptions and there are processes in place to ensure the workforce are trained and competent in their role. Evidence was sighted confirming the monitoring of staff qualifications and identification of training gaps were addressed appropriately.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(d) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

|  |  |  |
| --- | --- | --- |
| Requirement 7(3)(e) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

STANDARD 8 Organisational governance

#  HCP Compliant CHSP Compliant

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Consumers and representatives interviewed described the way they are involved in the development, delivery and evaluation of the care and services provided and are supported in that engagement.

The service demonstrated that the organisation’s governing body promotes a culture of safe, inclusive, promotes quality care and services and is accountable for their delivery. The organisation has developed a strategic plan that incorporates issues and improvements for the organisation.

The service demonstrated organisational wide governance systems in place to monitor processes such as information systems, regulatory compliance, financial management, workforce governance including contractor compliance, feedback and complaints through reporting to the Board.

The organisation evidenced a risk framework for identification of high impact and high prevalence risks and demonstrated that management discuss the processes to ensure action is taken and consumers are supported to live the best life they can. Management interviewed described an electronic incident management system through their care system to enable oversight and management where incidents occur.

Management interviewed stated the organisation does not provide nursing services and therefore does not have a clinical governance framework. In relation to antimicrobial stewardship, management interviewed advised that the organisation does not prescribe or manage medications and the prescribing of antimicrobial or psychotropic medication does not occur.

The Quality Standard for the Home care packages service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

The Quality Standard for the Commonwealth home support programme service is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(a) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(b) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(c) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(d) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

|  |  |  |
| --- | --- | --- |
| Requirement 8(3)(e) | HCP  |  Compliant |
|  | CHSP  |  Compliant |

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

|  |  |  |
| --- | --- | --- |
| Requirement 2(3)(e) | HCP  | Non-Compliant |
|  | CHSP  | Non-Compliant |

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*